

CHANGE BY DESIGN

*We have a long history
working with the
manufacturing industry...*

Whether you are manufacturing wind turbines, locomotives, appliances, food products, or any other type of product, a key differentiator between you and your competitors is quality.

We understand the essential nature of product, service, and process excellence, and we have built solutions for everyone from Fortune 500 company senior executive leadership to exempt employees to hourly workers.

We'll ensure you have:

- An effective Quality Management System
- The capability to implement rigorous quality standards with fidelity
- The motivation to apply these concepts

FACT:

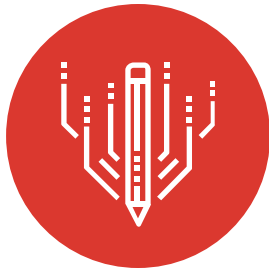
Our award-winning team has worked in ISO Quality Assurance and Quality Control for over 5 years!

Our Clients Include:

- GE Oil and Gas
- GE Healthcare
- GE Power and Water
- GE Transportation
- GE Energy Management
- Mars Corporation
- Survitec Group

Learn more about these projects and other in-depth case studies on our web site.

850.445.6303
www.ChangeByDesign.us



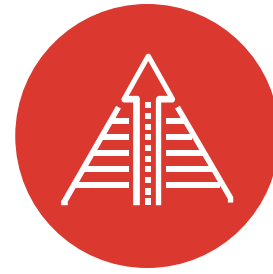
INSTRUCTIONAL DESIGN

We rigorously apply evidence-based practice in the analysis, design, development, implementation, and evaluation of world-class training products.

We believe in delivering the right learning solution for your specific needs, making sure that your employees have authentic learning experiences that will lead them to apply what they've learned in their daily work.

Below are a few examples of the quality-focused courses we've built here at Change by Design:

- Leading for Continuous Improvement
- Auditing Basics
- Writing How Documentation: ISO 9001 Work Instructions and Methods
- Operationalizing Quality in Plant Management
- Good Manufacturing Practices Standard



PERFORMANCE IMPROVEMENT

We rely on our strong expertise within the disciplines of psychology, communication, business, and education to achieve precision performance improvement.

With a deep understanding of ISO 9001 standard specifications, skill in applying six sigma and lean six sigma, we specialize in designing and implementing ISO Quality Management Systems and other solutions for any type of manufacturing initiative.

"I had the privilege of working with Suzanne Ebbers on a couple of training projects for General Electric. Sue possesses a rare combination of enthusiasm, a tireless work ethic and the ability to grasp complex or unusual subject matter and blends it all into some of the best training materials I have ever worked with."

- J. Gozza, Audit Program Manager, GE Oil & Gas

CHANGE
BY DESIGN

Sue J. Ebbers, Ph.D.
Founder & President
850.445.6303

